



**Survey Results from the 2021 Budget Priorities Survey
Conducted by the IVCSD
Spring 2021**

Community Survey

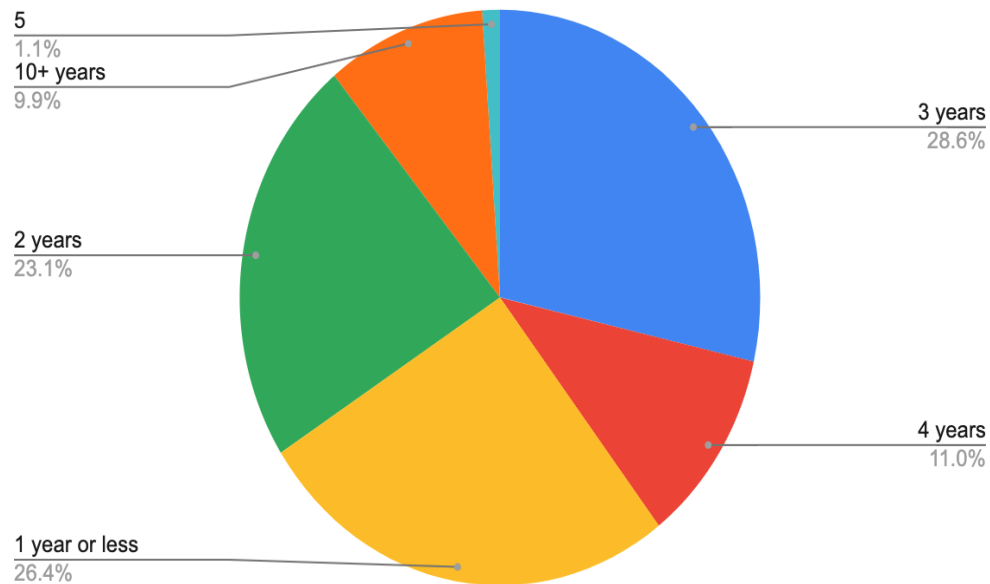
The mission statement of Isla Vista Community Service District (IVCSD) states,
“The Isla Vista Community Services District aims to improve the resources available to the community, ensure a high quality of life and level of public safety, and provide a local voice to the people of Isla Vista. The District will work to prioritize community engagement as it delivers localized public services and maximizes the resources available to the community.”

IVCSD conducted a Community Survey of Isla Vista (IV) residents to gain feedback on the most pressing issues in the community, and solutions to address these issues. This survey garnered over 90 responses and focused on an array of community issues. However, this report, specifically focused on policing and safety issues in IV.

Most of the questions that follow have a “N/A” category to symbolize the number of responses that were left blank for each question. The creators of this report suspect that many respondents either did not understand the question, or did not know about the subjects discussed in the certain question. Future surveys will take note of this and aim to decrease any confusion in the survey.

A: How long have you worked and/or lived in Isla Vista?

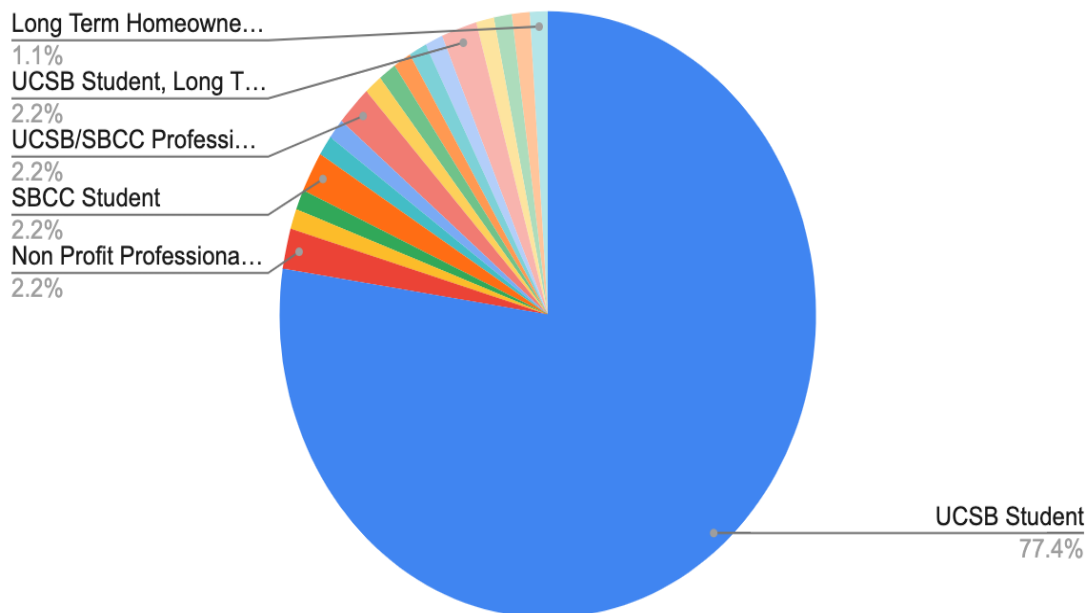
Count of How long have you lived/worked in Isla Vista?



The number of years respondents stated they had lived and/or worked in Isla Vista varied from 1-5 years or 10 or more years. With most respondents having been in Isla Vista for 1-3 years, it is likely that these are college students who have lived in Isla Vista for the duration of their college experience. Those who have spent more than 4 years in Isla Vista are more likely to be permanent residents or professionals in the community. These results are reflected in the next question.

B: How would you describe yourself?

Count of Out of these options, how would you describe yourself?



An overwhelming majority of respondents described themselves as UCSB students, along with other community members and professionals. Therefore, the concerns expressed in this report likely reflect the student and professional populations within Isla Vista.

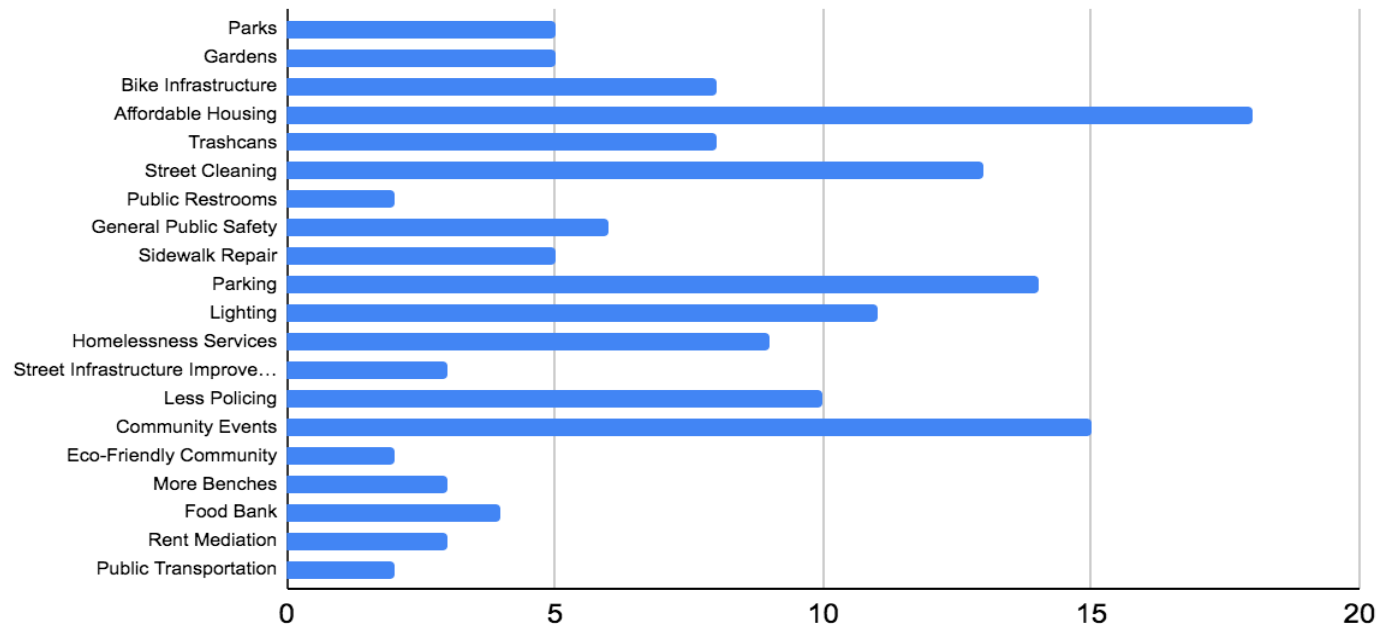
Respondents were limited to choosing only one answer, so the answers may be limited if respondents fell into more than one category.

Additionally, respondents who fell into other categories were predominantly affiliated with UCSB or SBCC through professional pursuits.

A small margin of respondents were nonprofit professionals and long term homeowners not affiliated with either UCSB or SBCC.

C: What are some of the ways you think quality of life could be improved for all Isla Vista residents?

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The most commonly suggested improvements in Isla Vista were to increase the number of affordable housing options, decrease policing, increase homeless services, and provide more public restrooms and parking. As most of the respondents were college aged renters in Isla Vista, a common issue was the lack of affordable housing in the community.

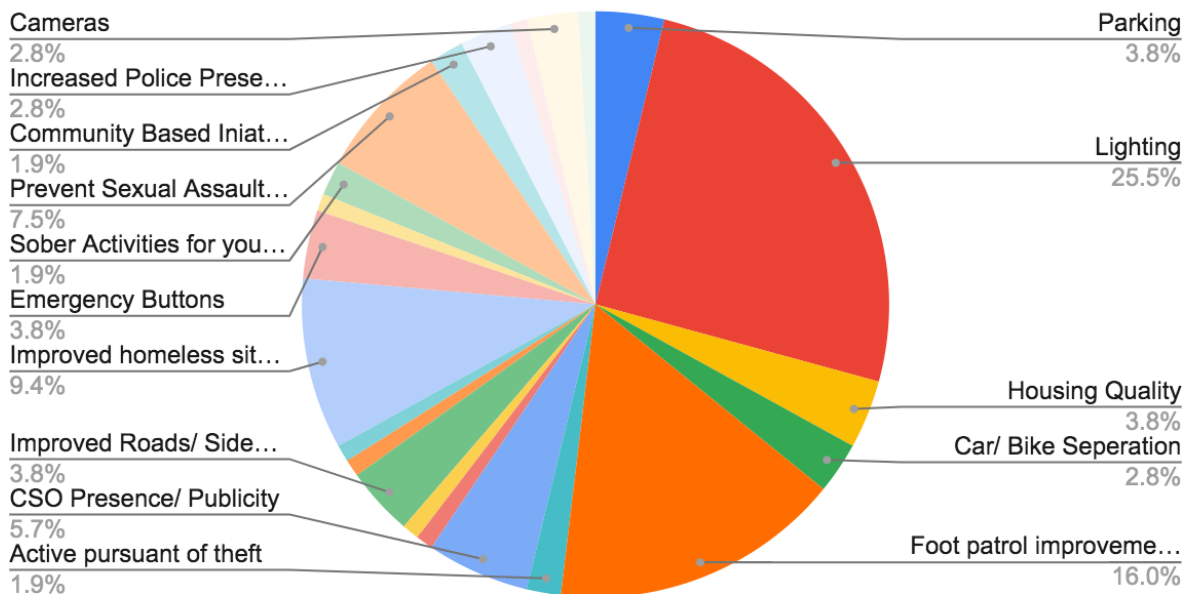
The majority of responses focused on improving the infrastructure of public services and waste management in parks and the streets of Isla Vista. This suggests an overall need for increased sanitation services and access to clean parks.

Due to the recent discussions in IVCS D meetings about an alternative police response in Isla Vista, many of the respondents wanted to see a concrete plan to decrease the police presence. This demonstrates the issue as an important topic to Isla Vista residents, and further proves the need for an alternative response initiative in Isla Vista. However, it should be noted that respondents also saw a need for improving public safety, which an alternative response can seek to offer.

Other popular suggestions included hosting a wide variety of Zoom and when feasible in-person community events. Overall respondents were eager to suggest improvements, detailing the need for renewed efforts to existing infrastructure and programs.

D: How can we make the Isla Vista community a safer place for all?

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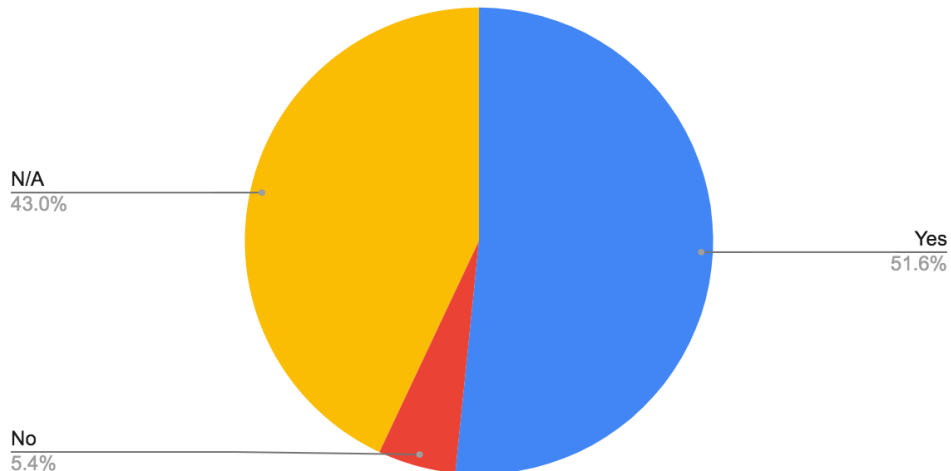


To improve public safety in Isla Vista, respondents overwhelmingly suggested improvements to lighting and the Isla Vista foot patrol. Many respondents expressed safety concerns when walking home at night and the lack of lighting on Isla Vista streets. Secondly, many respondents mentioned reforming the Isla Vista foot patrol by defunding their services and creating an alternative safety program outside of the scope of the police. Many respondents expressed concern with the strong law enforcement presence in Isla Vista. However, wanted improved safety efforts in the form of increased street lighting and more emergency buttons in the community.

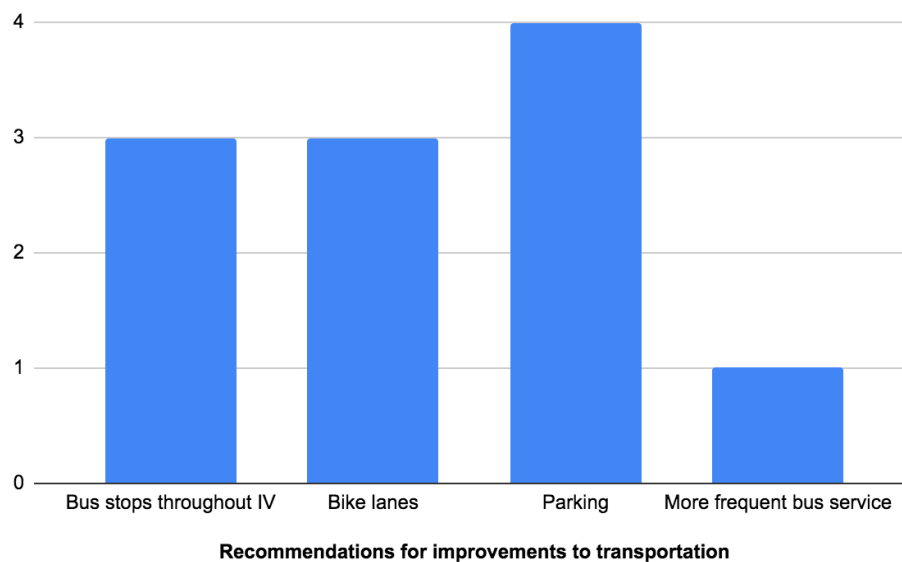
Other suggestions include improving the homelessness crisis, the quality of housing, and providing more accessible parking.

E: Do you feel you have sufficient access to transportation services in Isla Vista? Outside of a school commute, what are your primary transportation needs?

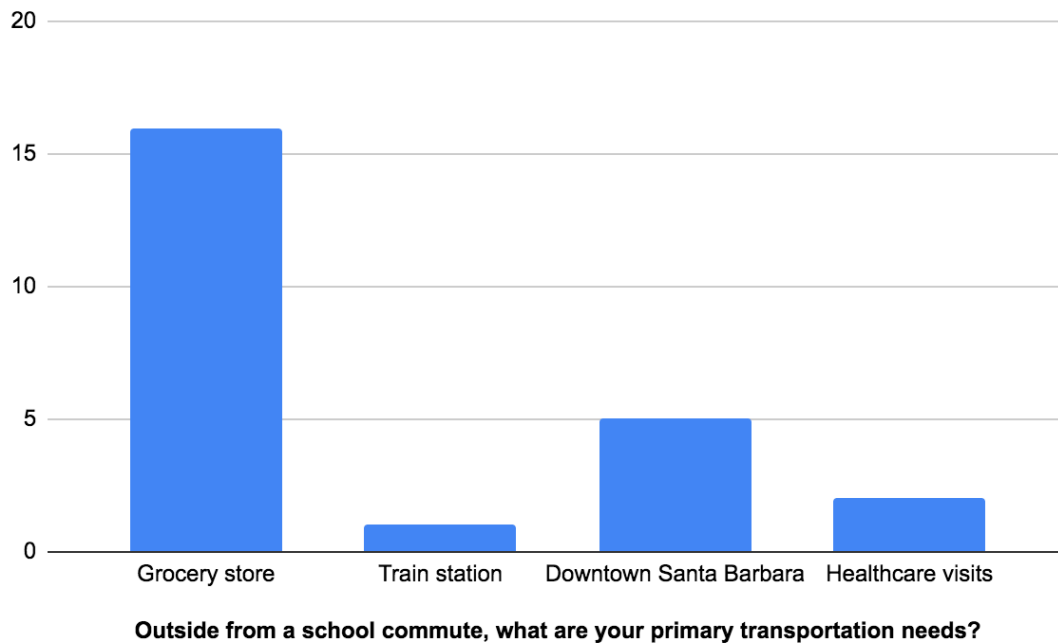
Do you feel you have sufficient access to transportation services in Isla Vista?



oOf all the survey respondents, the majority felt that they had sufficient access to transportation services in Isla Vista, or declined to respond to the question. Only five total respondents reported having insufficient access to transportation in Isla Vista. Some responses included suggestions on ways to improve transportation in Isla Vista. These suggestions include a better parking system, more bus stops, and bike lanes. Another comment that was made multiple times was in regards to lighting around bus stops and street parking at night. Some residents felt that safety is a barrier to accessing transportation methods.



The survey also polled the location that most residents needed transportation to outside of Isla Vista, excluding commutes to school. The majority of survey respondents did not answer this part of the question as many stated they had adequate access to transportation. For residents who did answer this part of the question, the most common location that they reported needing transportation to was the grocery store, followed by trips into downtown Santa Barbara.



F: What kind of community events, classes, workshops, etc would you like to see more of in Isla Vista?



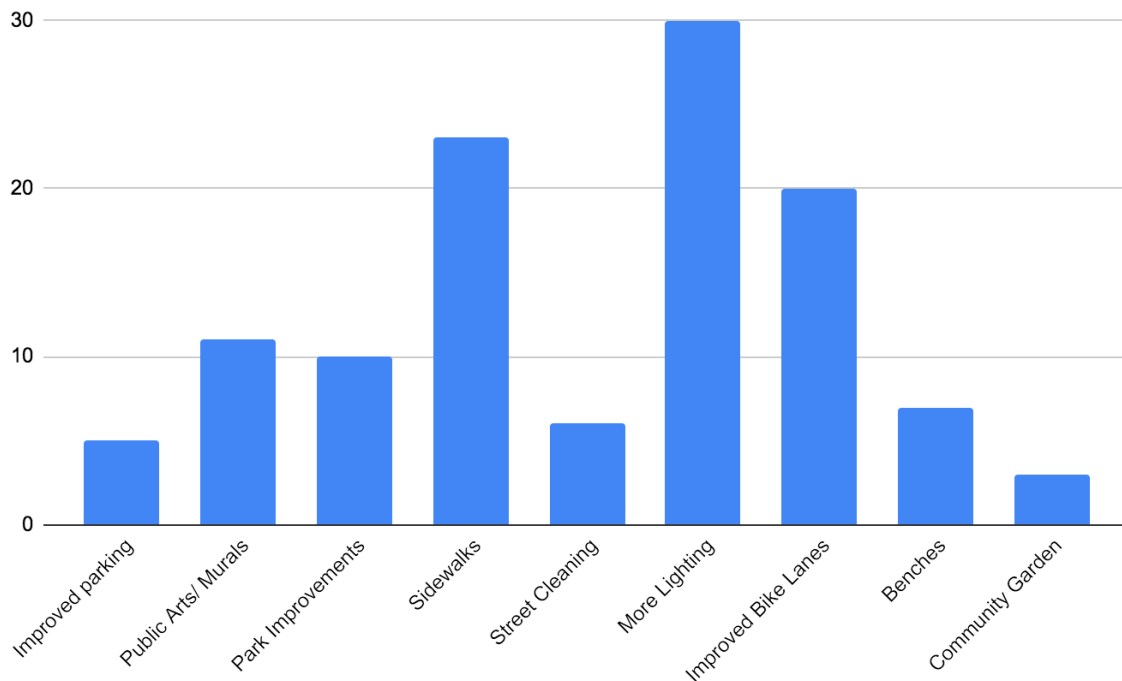
When asked what type of community events respondents would like to see more of in Isla Vista, the most popular suggestion was concerts in the public parks.. Many community members felt that concerts would be a way to support local artists and build community. Other popular responses included renters workshops and seminars on how to access social services, including presentations from external agencies on services they offer. Some of the responses, such as food distribution and workout classes, reflect events that were already offered by IVCSD prior to COVID-19. This indicates that increased publicity and marketing for events is important to ensure that residents are aware of all resources available to them.

Many recommendations also center around the theme of building community in a non-nightlife capacity. This includes networking events, social justice workshops, and conservation workshops. IVCSD would collaborate with existing organizations to host these events allowing community members to share their knowledge and skills in a more formal setting. IVCSD would utilize marketing resources to increase community participation. Some respondents felt that many of the community events mainly serve college-aged residents and proposed ideas that would connect different demographics of the community, such as tutoring programs for K-12 residents.

One community member commented that some of these events, such as workshops, can take place over Zoom and proceed earlier than in-person events. With the pandemic continuing to be

unpredictable, IVCSD will continue to adjust hosting community events with safety at the forefront for community members.

G: What are some ways you think the physical infrastructure of Isla Vista could be improved?



When asked how to improve the physical infrastructure of Isla Vista, the most common responses were increased lighting, sidewalk expansion, and improved bike lanes. Many of the responses in relation to sidewalks not only noted the need for sidewalks in more areas of Isla Vista, but that many existing sidewalks are in poor condition and limit accessibility for residents.

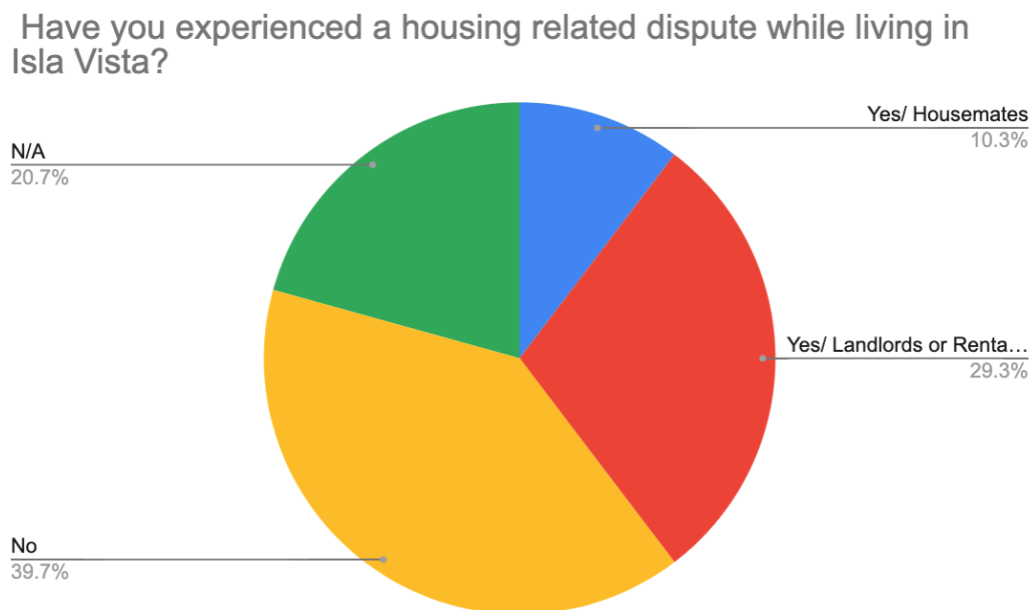
Several specific ideas were provided in conjunction with suggestions to improve parking in Isla Vista. Parking structures in the perimeter and highly trafficked areas of Isla Vista, diagonal parking on roads, and a parking permit system for residents were all recommended as solutions to a need for parking infrastructure improvements.

There were specific areas mentioned for more lighting including the 6700 and 6800 blocks of Isla Vista and on the main Pardall/Embarcadero corridors. Several respondents mentioned that they would like to see lighting that does not add considerable light pollution, and focuses on illuminating larger areas rather than overall brightness.

There was also considerable interest in having community gardens available for Isla Vista residents. In addition to the IVCSD supported community garden at the University Methodist

Church, there are other community gardens in Isla Vista operated by the [Isla Vista Recreation and Parks District](#) and [St. Michaels Church](#).

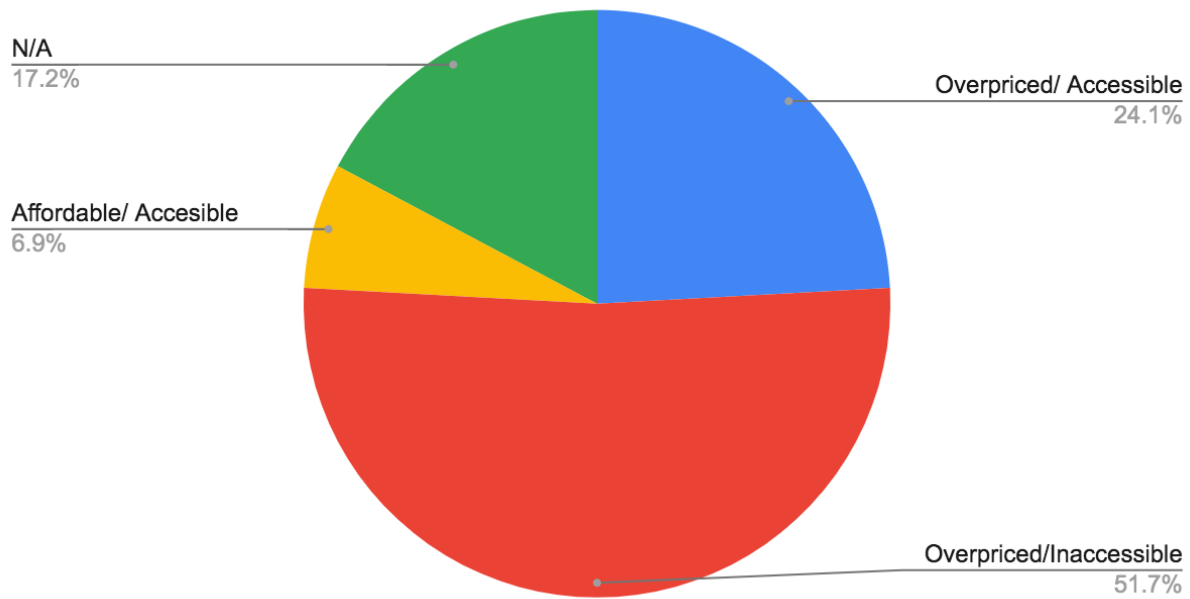
H: Have you experienced a housing related dispute while living in Isla Vista? Please describe the general nature of it and how it was resolved.



A large majority of respondents reported having a housing dispute involving a landlord or rental company. While the other majority of respondents reported never having a housing dispute, or did not choose to answer. A majority of respondents expressed a need for more accountability amongst leasing companies, and further protection for tenants. The majority of disputes involving landlords consisted of issues with security deposits not being returned to tenants, or poor upkeep in the housing facilities. The responses signal the clear need for a shift in tenant-lessor relations, and further transparency and accountability on the lessor's part. Other disputes involved housemates and houslessness.

I: Describe the overall affordability and quality of your housing situation in Isla Vista. How easy/accessible is it to secure housing? What is one aspect of the Isla Vista housing community you wish to see improved or changed?

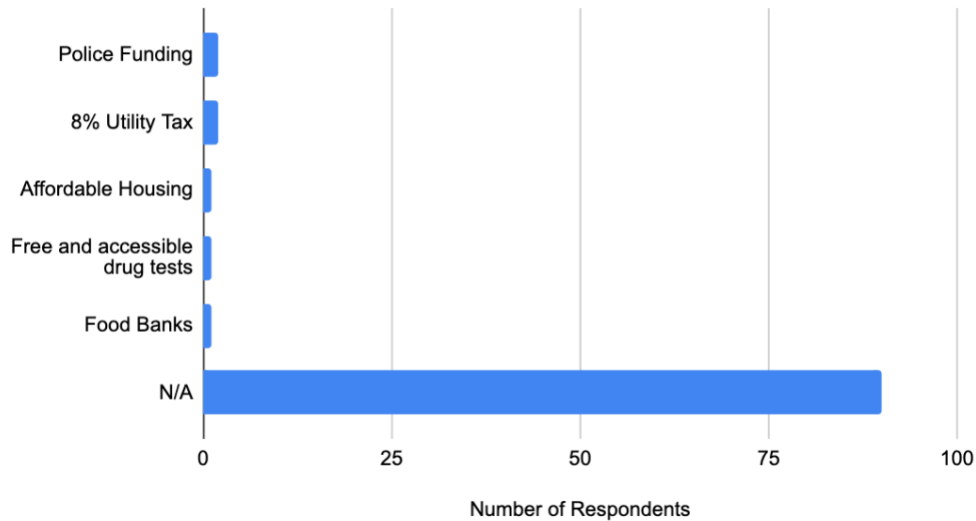
Describe the overall affordability and quality of your housing situation in Isla Vista. How easy/accessible is it to secure housi...



The majority of respondents felt that housing in Isla Vista was both overpriced and difficult to access secure housing. Other respondents felt that there was adequate access to housing, but disagreed on whether the cost was affordable or overpriced. Along with the previous complaints about housing and landlord situations, these responses signal a desire for improvements to the number of housing opportunities and communication between tenants and landlords.

J: Anything else to add?

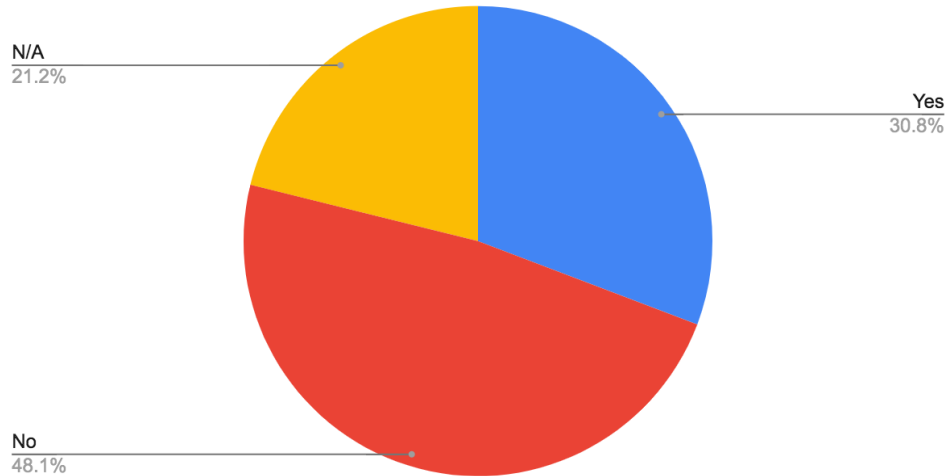
Anything else to add?



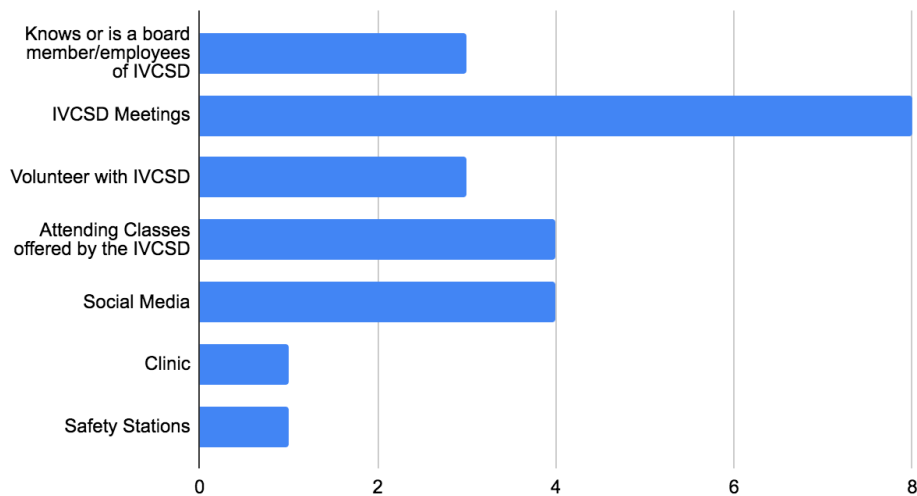
The majority of respondents skipped this question as shown with the majority of N/A responses. The received responses were mainly focused on a decrease in police funding, and the 8% utility tax. Many respondents expressed a desire to have the tax rewritten, as well as the redrawing and decreasing of police funding. Other respondents expressed a need for more access to affordable housing, availability to free and accessible drug tests, and an increase in the amount of food banks. Overall the respondents were eager to suggest multilateral solutions to improving the programs offered by the IVCSD. IVCSD will take all suggestions into consideration and bring them forward for further discussion.

K: Have you ever interacted with IVCSD before? If so, please describe your experience. What ways can IVCSD make itself more well known and connected to the community?

Have you ever interacted with the IV Community Services District (IVCSD) before?



Interaction Method

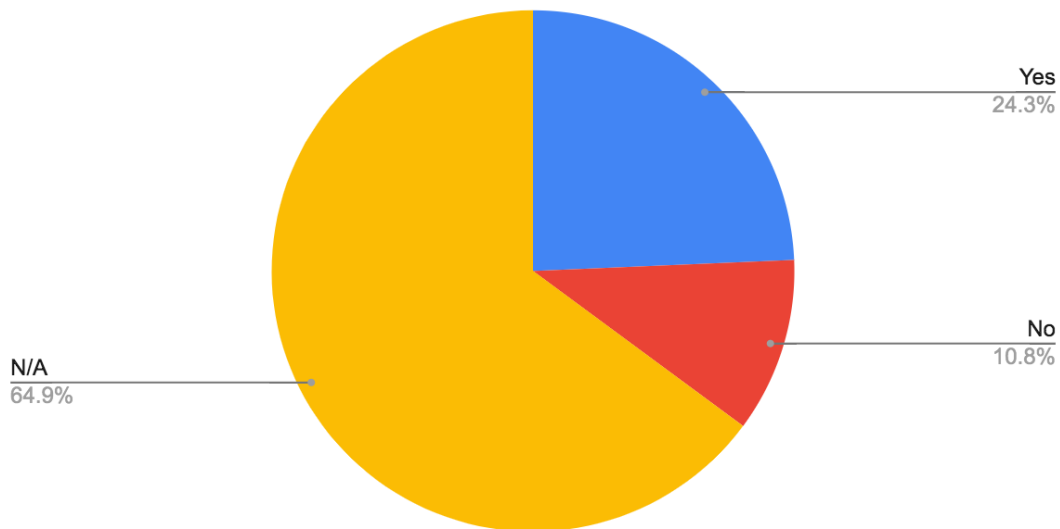


The majority of respondents reported having no interaction with IVCSD in the past, while 20% of the respondents declined to respond. For those who stated they have had prior interactions with IVCSD, the primary methods in which they associated with the IVCSD included personal relationships or jobs with the IVCSD, attending meetings, and social media.

Feedback on interactions with the IVCSD focused on seeking more promotion and advertisement on social media. Additionally, respondents recommended forming partnerships with local Isla Vista organizations.

L: Have you used the IVCSD safety stations on Del Playa Drive and Little Acorn Park? If so, how can they be improved to better serve the community?

Have you used the IVCSD safety stations on DP and Little Acorn Park?

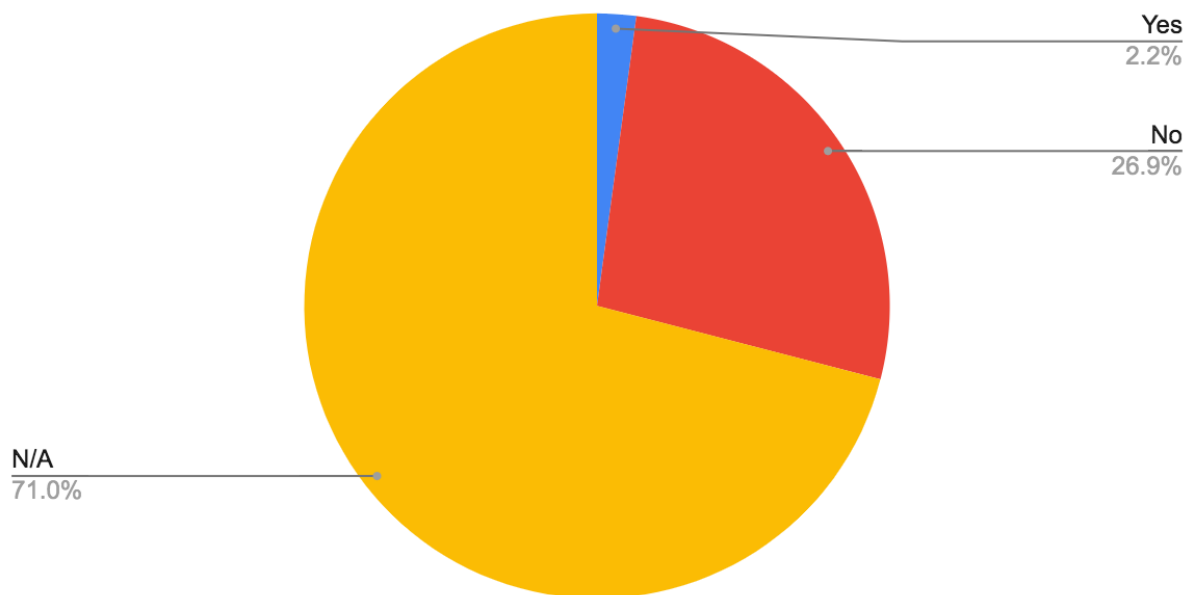


The majority of respondents have never used the safety stations and some respondents had never seen the safety stations before. Most respondents had no suggestions to improve the safety stations, however one response suggested the stations pass out blankets and snacks. Multiple responses spoke about the safety station's connection to the police department, and alluded that this factor often made them feel too intimidated to approach the stations for help. A few respondents also noted they felt the Community Service Officers were unfriendly and provided similar interactions to law enforcement.

The respondents feedback demonstrates a prevalent need for more positive and friendly relationships between Community Service Officers and residents. While feedback was sparse, the common theme in the responses alluded to the idea that the stations were not an approachable friendly environment for residents. IVCSD will work towards creating a stronger relationship between the safety stations and residents.

M: IVCSD currently provides funding for a specialized detective to investigate interpersonal violence crimes such as sexual assault. IVCSD also hosts the Survivor Resource Center with Standing Together to End Sexual Assault. How well are these programs known and what else can we do to improve service delivery in this area?

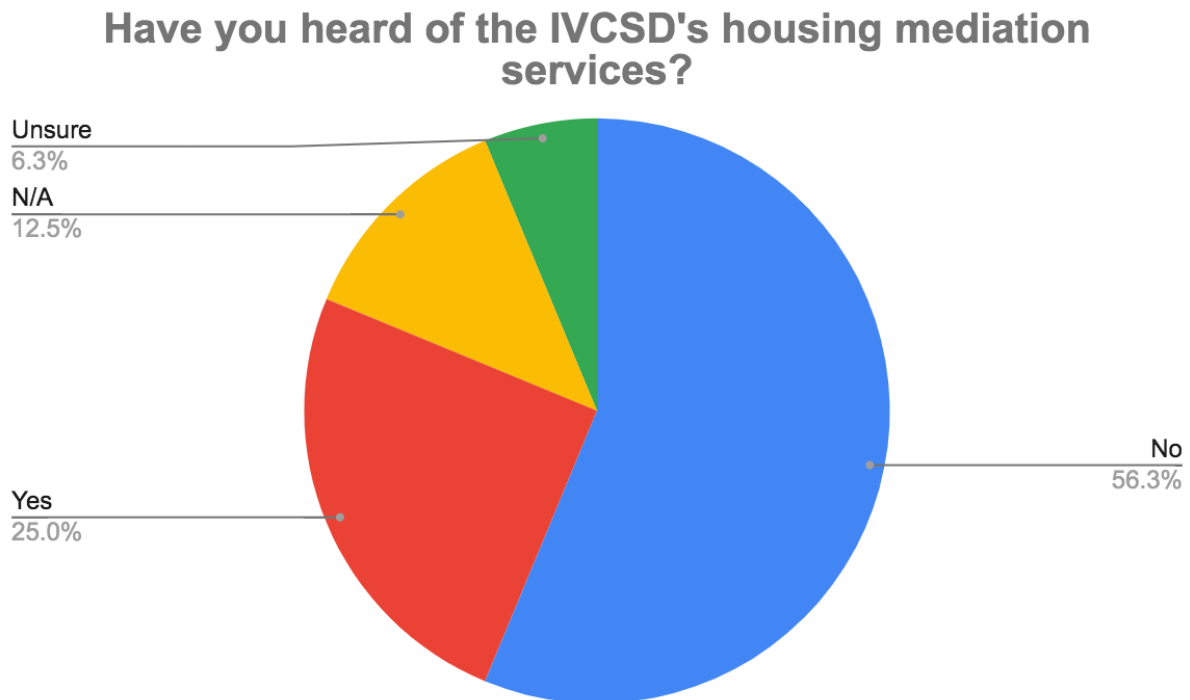
Are you aware of the services offered by the IVCSD to support survivors?



The majority of respondents declined to answer the question regarding their awareness of the survivor resources offered by IVCSD. Many respondents that were not aware of the resources were interested in the programs and offered suggestions of ways to better promote the services. Several comments expressed that they like how these services are offered and operated separately from UCSB, and believe that emphasizing the separation may encourage more people to use the services.

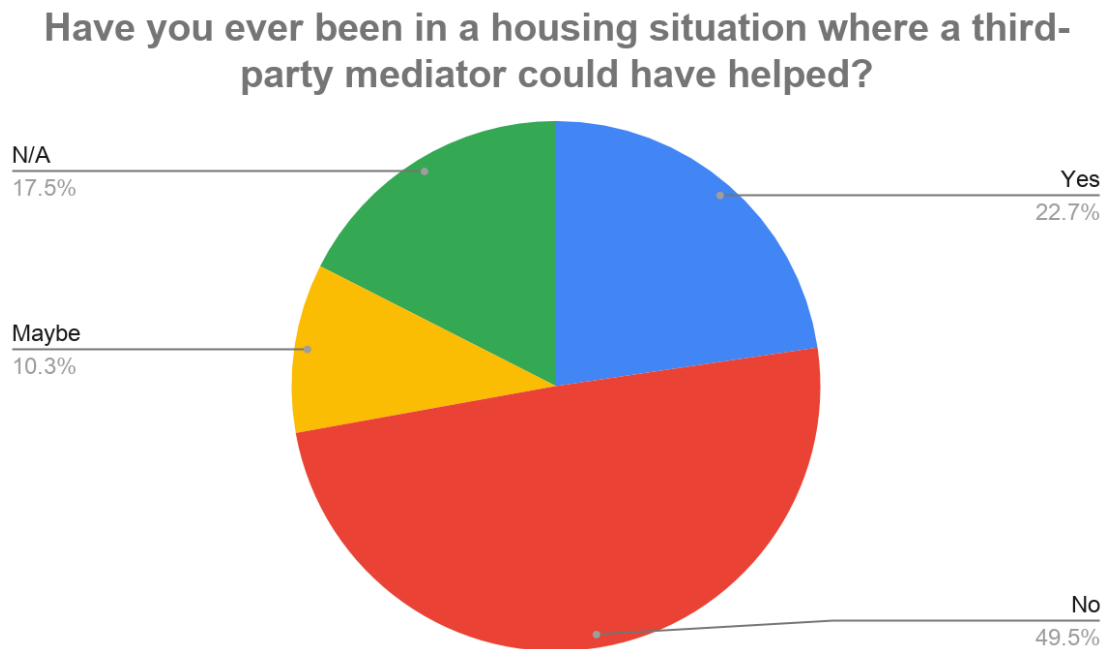
In regards to creating more awareness for these services, community members recommended posting flyers in Isla Vista. The places suggested included bus stops, the clinic in Isla Vista, County-managed housing, housing service offices, and other community locations. Respondents also recommended targeted outreach on campus with groups such as KCSB, and UCSB courses that cover these topics. Additionally, social media campaigns promoting services offered was a common suggestion. Another important request was that this information be available in English and Spanish. There were also several comments that expressed concern about the interpersonal violence investigator's relationship to the UCPD.

N: Have you heard of IVCSD's housing mediation services?



When polled, a quarter of residents said that they had heard about IVCSD's housing mediation services, but the majority of people said that they had not. The following survey question provides more insight into what the need for mediation services is within the community. Additionally, in Question H, residents reported personal experiences with housing-related disputes and shared how they resolved the issue. In future surveys, it may be more efficient to combine these questions or order them concurrently in the survey.

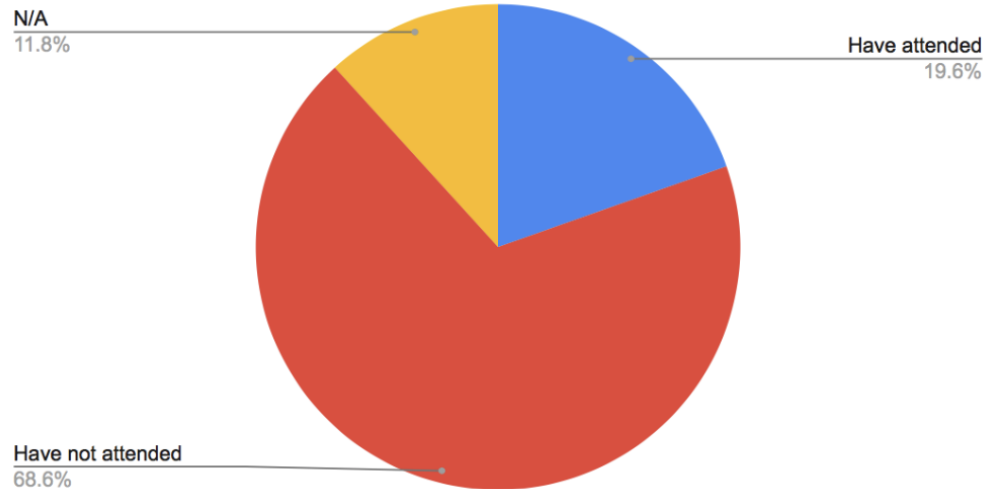
O: Have you ever been in a situation with your landlord or other tenants where a third-party mediator could have helped?



When polled, only 22.7% of respondents stated that they had been in a housing related situation where a third-party mediator could have helped. Additionally, around 10% of responses indicated that a third-party mediator would have “maybe” been helpful, indicating that there may be a limited understanding of what role a mediator plays in resolving disputes. In Question H, when asked about experiencing housing disputes, nearly 40% of respondents indicated experiencing at least one dispute with either their landlord or housemates. More advertising of mediation services (and what can be achieved with them) through social media, the Isla Vista Tenants Union, and public outreach may help more members of the public who struggle with housing-related disputes in Isla Vista. These responses show that more advertising and education of mediation services will benefit the community to hopefully in turn decrease housing-related issues.

P: Have you ever attended an event at the community room or community center? If so, how can the IVCR/IVCC be improved?

Have you ever attended an event at the community room or community center?

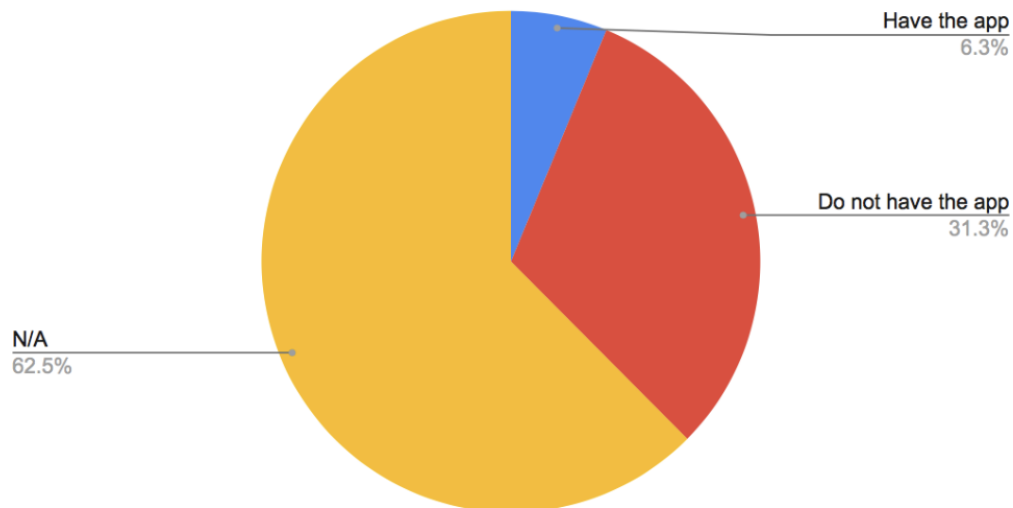


When respondents were asked if they had ever attended an event at the community room or community center, only 19.6% of respondents had stated that they had, while 68.6% had not and 11.8% responded “N/A.” In regards to ways in which the IVCR/IVCC can be improved, only a small number of community members had made comments about making it a more accessible resource for students. These suggestions included having more seats and study space.

Given that a large majority of respondents had not attended an event at the community room or community center, more advertising for community events may help with promoting future attendance.

Q: Have you used the "SeeClickFix" App in Isla Vista to report issues? What kinds of issues can the IVCSD help solve to improve the physical appearance of Isla Vista?

Have you used the "SeeClickFix" App in Isla Vista to report issues?

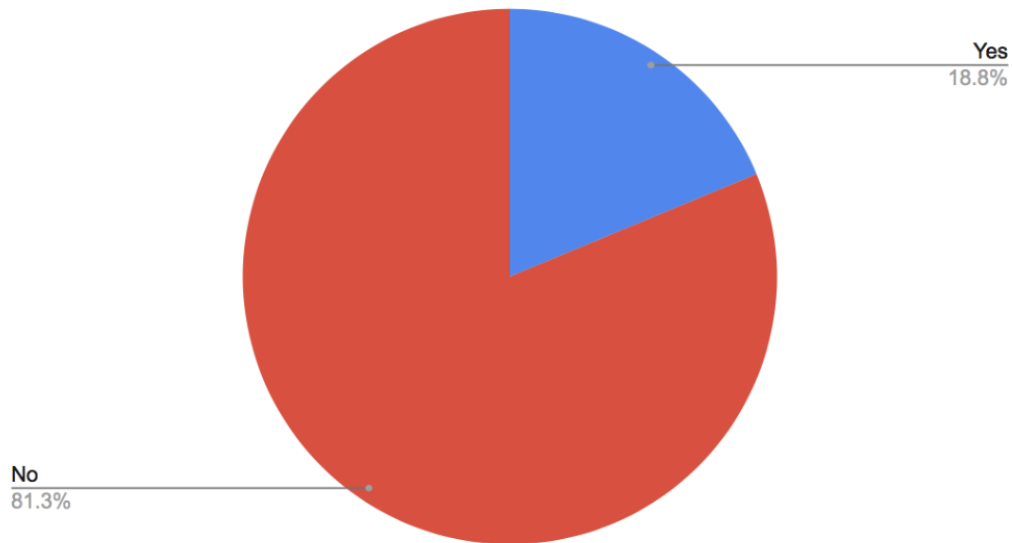


When respondents were asked if they had used the “SeeClickFix” App in Isla Vista to report issues, a large majority of respondents chose not to answer the question. Additionally, only 6.3% of respondents stated that they do have the app, with the remaining 31.3% stating that they do not have the app.

When asked what kinds of issues IVCSD can help resolve to improve the physical appearance of Isla Vista, the answers included improved trash maintenance in addition to park cleanup and enhancement.

R: Have you heard of the "SeeClickFix" App in Isla Vista?

Have you heard of the "SeeClickFix" App in Isla Vista?



The majority of respondents had not heard of the "SeeClickFix" App in Isla Vista, with only 18.8% stating that they had. In Question Q, residents had reported that approximately only 6.3% actually have the app, indicating that a very small percentage of the Isla Vista population actively use the app.